



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

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November 27, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
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Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

A handwritten signature in black ink, appearing to read "W. T. Fujioka", is written over the printed name and title.

ENTERPRISE LINKAGES PROJECT – QUARTERLY UPDATE

Background

On November 16, 2010, the Board approved a recommendation from the Chief Executive Office (CEO) to execute a sole-source agreement with SAS Institute, Inc. (SAS) for the Enterprise Linkages Project (ELP), commencing with the expansion of the Adult Linkages Project. The ELP data warehouse provides a feasible method of data integration that enables cross-departmental linkage of administrative records by means that conform to confidentiality laws. The ELP data integration technology provides comprehensive data on the General Relief (GR) population's patterns of service utilization and costs. In addition, ELP assists in making effective decisions in their efforts to enhance the delivery of County services in a cost effective manner.

Implementation Progress

ELP has been operational since June 28, 2012 as a User Interface (UI) as well as a platform for data sharing and analysis. Access to the UI has steadily increased among the Department of Public Social Services (DPSS) designated staff. In addition to the current DPSS users, eligibility staff will begin utilizing ELP in their daily work by the end of the next quarter, after they complete the required training and certification. DPSS anticipates that this will increase the rate of authorizations signed by GR participants who agree to share their information. This will also facilitate housing, employment, and SSI applications for these participants, and consequently improve their outcomes.

"To Enrich Lives Through Effective And Caring Service"

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Since implementation, ELP has been operating smoothly; users are able to retrieve cases and survey GR participants' history of service utilization. Monthly data transmittals from each department seamlessly integrate with existing data.

Current Expenditures

A total of \$1,216,087 has been spent on the ELP to date. Software licenses and maintenance fees account for \$616,087 of the total costs for ELP. A grant from the Information Technology Fund has paid for \$600,000 of the project's overall expenditures.

Results

Since March 2012, 6,000 GR participants have signed up to participate in ELP. DPSS is examining new strategies and activities to increase ELP participation, such as the distribution of new ELP posters and benefits brochures to district staff to share with the participants. This month DPSS visited four GR districts to assess barriers to ELP participation and review the current procedure. DPSS will incorporate the findings in its plan to enhance the participation rate.

The Research and Evaluation Services (RES) unit within the CEO's Service Integration Branch (SIB) was invited to participate on a panel presentation of the Collaborative Forum in the White House Conference Center. The Collaborative Forum is a community of federal, state, local, and non-governmental stakeholders who work together to develop ideas for improving state-administered federal assistance programs. In the panel discussion titled "*Innovative Data Management: Harnessing Data to Develop and Demonstrate Effective Homelessness Intervention*," RES addressed the use of ELP to evaluate services utilization and the cost effectiveness of these programs. The panel discussion was moderated by Nan Roman, President of the National Alliance to End Homelessness, and included the participation of Dennis Culhane, Professor of Social Policy at the University of Pennsylvania, Barbara Popper, Executive Director, United States Interagency Council, and Manuel Moreno, representing CEO-SIB.

With ELP now operational, this is the final report. The CEO will continue to enhance the UI functionality, work with DPSS and contractor to increase the number of users who access the system, and extend the use of the platform to departments participating in ELP.

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If you have any questions, please contact Trish Ploehn at (213) 974-4532, or via e-mail at tploehn@ceo.lacounty.gov.

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MM:NS:am

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